

## CLAIMS

1. A user terminal for accessing data from a internet application over a distributed information network, provided with means for generating a plurality of  
5 access requests for a plurality of duplicate series of packet data from one source over a plurality of routes, each series comprising one instance of each packet of an ordered set of packets, means for accepting the first instance to be received of each packet in the series, and means for assembling the accepted packets into a complete series.
- 10 2. A terminal according to claim 1, comprising means for determining the packet delay and variation over a first route and, if the packet delay and variation exceed acceptable limits in the access network, generating a request for access by means of one or more further routes.
- 15 3. A terminal according to claim 1 or 2, comprising means for identifying an access route on which packet series delivery has fallen substantially behind others, and means for requesting an adjustment to the delivery process on that access route.
- 20 4. A terminal according to any preceding claim, comprising means for detecting the arrival of the first instance of a packet out of sequence, and means for buffering the said out of sequence packet until the first instance of any packets that should have preceded it are received.
- 25 5. A terminal according to any of claims 1 to 3, comprising means for detecting the out of sequence arrival of the first instance of a packet, and means for disregarding the subsequent arrival of all instances of any packets that should have preceded the out of sequence packet.
- 30 6. A method of accessing data from a internet application over a distributed information network, wherein a plurality of access requests are generated for a plurality of duplicate series of packet data from one source over a plurality of routes, each series comprising one instance of each packet of an ordered set of packets, and

wherein the first instance to be received of each packet in the series is accepted, and the accepted packets are assembled into a complete series.

7. A method of accessing data from a internet application over a distributed  
5 information network, wherein initially a first access request is made for a series of data packets to be received over a first route, the packet delay and variation of packets received over the first route is measured and, if the packet delay and variation exceed a predetermined limit, one or more requests for duplicate series of data packets are obtained according to the method of claim 6.

10

8. A method according to claim 6 or claim 7, wherein the duplicate series of packets are obtained using different access servers.

9. A method according to claim 6, 7 or 8, wherein if packet series delivery on  
15 one access route has fallen substantially behind others, an adjustment to the delivery process is made on that access route.

10. A method according to claim 6, 7, 8, or 9, wherein if the arrival of the first  
instance of a packet is out of sequence, the said out of sequence packet is buffered  
20 until the first instance of any packets that should have preceded it are received.

11. A method according to any of claims 6, 7, 8 or 9, wherein if the arrival of  
the first instance of a packet is out of sequence, all instances of any packets that  
arrive subsequently but should have preceded the out of sequence packet are  
25 disregarded.